

Job Title: Resident Safety Support Officer

Level: Level 3, Zone 1

Salary Range: £33,789 - £38,465

About Camden

In Camden we are committed to working together to make our borough the best place to live, work, study, and visit. Partnership with our communities is central to the way we work, so that everyone can access opportunities, and nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

Camden's role as a landlord is to deliver a joined up, innovative and sustainable service to our residents. This role is pivotal to help our citizens living in Camden's homes to have secure and safe housing that meets their ongoing needs. We want to make sure that on a day-to-day basis the Landlord Service concentrates on delivering this purpose which has been identified as what matters to our residents.

This is an active role, which will require the post holder to spend a considerable time each week out and about, visiting our properties across the borough. This role will have a focus on fire safety and will require the post holder to assist the neighbourhood teams to help keep residents safe.

Objectives that this role will deliver:

- To demonstrate an understanding of Landlord Services and the role it plays in delivering services to our residents, especially with a focus on resident safety
- To assist the neighbourhood teams on completing any actions arising from Fire Risk Assessments (FRA) that have been allocated to Landlord Services, within the timescales provided
- To carry out visits to properties across the borough on a regular basis in order to address the FRA actions
- To regularly communicate with residents in writing, in person and over the telephone
- To ensure that monitoring systems are maintained accurately, using a range of databases and IT systems
- To develop processes that assist with monitoring the work of Landlord Services
- To work flexibly, from multiple settings, when required, to deliver service outcomes
- Assist the service with the fire safety and resident safety operational support needs
- To work closely with other teams and colleagues to address the work and improve our systems and processes
- Provide an excellent level of customer service.

About you

- Ability to communicate with residents and other stakeholders
- Ability to work flexibly in line with changing priorities
- Experience and knowledge of using database systems. Working experience and knowledge of MS office packages including Outlook, Word, and Excel
- Understanding of confidentiality issues within a service framework and with special reference to the safe management of electronic data
- Experience of working in a fast paced and quality focussed environment
- Ability to identify and make improvements to existing monitoring data monitoring systems.

Relationships:

- To work closely with officers within Landlord Services
- To work closely with colleagues in other services and to join up some areas of the work
- Ability to work collaboratively across Directorates, teams and external partners to deliver our purpose and principles

Work Environment:

- Working in 5PS, other Camden offices and some homeworking

People Management Responsibilities:

There are no people management responsibilities with this role.

Relationships:

Tenants and leaseholders, Tenant and Resident Associations, District Management Committees, Tenant Participation Service, Housing colleagues and Councillors.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.